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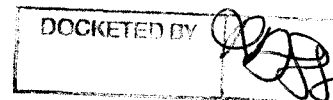
IN THE MATTER OF THE APPLICATION OF  
ARIZONA-AMERICAN WATER COMPANY,  
AN ARIZONA CORPORATION, FOR A  
DETERMINATION OF THE CURRENT FAIR  
VALUE OF ITS UTILITY PLANT AND  
PROPERTY AND FOR INCREASES IN ITS  
RATES AND CHARGES BASED THEREON  
FOR UTILITY SERVICE BY ITS ANTHEM/  
AGUA FRIA WASTEWATER DISTRICT, ITS  
SUN CITY WASTEWATER DISTRICT, AND ITS  
SUN CITY WEST WASTEWATER DISTRICT.

DOCKET NO. SW-01303A-09-0343

W-01303A-09-0343

Arizona Corporation Commission  
**DOCKETED**

OCT 12 2011



Introduction and qualifications

My name is Frederick G Botha.

My address is 23024 N Giovota Drive, Sun City West AZ 85375.

I and my wife and four children immigrated to the US from South Africa in March, 1987, and we are all US citizens.

I have worked previously at IBM and at Arthur Andersen and I design and implement customised business software applications. I have had my own small business doing this type of project both before and after I came to the US.

I have a BA, a MBA in finance and information technology and a MS in computer science.

Focus of my testimony in this hearing

Currently it is a long, tedious and complex process for water consumers to access information on the ACC, AAW, RUCO and WIFA websites - in order to make informed decisions on any increases or decreases in their water and waste water rates. Most of the relevant information is available only indirectly from documents scanned into the computer and not directly from data stored in the computer itself. Using the first option can take hours, while the second takes only a few seconds.

This situation can be easily and inexpensively improved by providing direct access to the relevant data on the computer itself on screens connected with the website.

## Results of brief surveys

Through the courtesy of Mr. Tom Broderick at AAW and his staff I have confirmed that AAW has on its computer the historical data on water and waste water rates as well as the data on the associated cumulative costs and revenue. It would take 3 - 6 days to specify and make initial, basic information available on AAW's website.

I have also contacted RUCO and WIFA and confirmed that they do not have the appropriate data stored directly on their computers - only data from scanned documents is available.

I am still waiting to make contact at ACC through Ms. Connie Walczak with someone who can determine whether ACC has such data stored on its computer.

## Proposal

In addition to the mandatory document requirements, it would be very helpful if AAW provides direct access on their website to their historical water and waste water rates, cost and revenue information. Consumers, staff at ACC, AAW, RUCO and WIFA, attorneys and commissioners would all have access to this information within a few seconds on their screens - instead of taking hours to search scanned documents. They will save significant time and expense.

Comparisons could easily be made between AAW rates, costs and revenue in different water districts and it would be much easier to determine the reasons for any variations. If AAW include the cost impact of all future additions to facilities, consumers would be in a much better position to evaluate what action to take. As progress is made, more detailed information could be added. With linear programming facilities it would be possible for AAW and AAC to model different combinations of water districts to reduce costs.

## Conclusion

Please would AAW provide direct access on their website to the appropriate basic historical water and waste water information, as well as the associated cumulative cost and revenue information as soon as and practical as possible.

If ACC has the data from the different water providers, access to it would highlight the advantages of standardised water and waste water rates in Arizona.

Dated October 4, 2011.



Frederick G. Botha.

Original and 13 copies mailed on October 4, 2011 to:

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